

**MONTGOMERY COUNTY
RIDE ON MONTHLY PASS ON SMARTRIP® CARD**

FREQUENTLY ASKED QUESTIONS (FAQ'S)

➤ **WHAT IS THE MONTGOMERY COUNTY RIDE ON MONTHLY PASS?**

The Montgomery County Ride On (MCRO) Monthly pass is a pass product that offers customers unlimited rides on Montgomery County Ride On buses for the entire calendar month purchased.

➤ **WHAT IS THE SMARTRIP® CARD?**

A SmarTrip® card is a permanent, rechargeable farecard. It's plastic, like a credit card, and is embedded with a special computer chip that keeps track of the values on the card. Using a SmarTrip® card is fast and easy. Customers will simply tap the farebox with the SmarTrip card on Ride On buses to pay their fare or have their pass acknowledged.

➤ **WHAT IS THE MCRO MONTHLY PASS ON SMARTRIP® CARD?**

Just that. There is a special place on a SmarTrip® card that now serves as a reserved spot, or “purse,” on the card to contain the monthly pass. This is in addition to the “stored value purse” the card already has.

➤ **WHAT IS THE COST OF THE MONTGOMERY COUNTY RIDE ON MONTHLY PASS?**

The MCRO Monthly Pass is \$45.00 (subject to change).

➤ **WHAT ABOUT THE PAPER MONTHLY PASS?**

Montgomery County will no longer offer paper passes effective February 2013. To purchase a MCRO Monthly Pass, customers must load the pass onto a SmarTrip® card.

➤ **IS THERE A COST ASSOCIATED WITH THE SMARTRIP® CARD?**

Yes. The plastic SmarTrip® card itself is \$5.00, without any amounts of stored value or passes. However, after initial values or passes are added and the card is registered, and after it is used the first time, \$3.00 will be automatically added to the card's stored value purse for a net cost of \$2.00 (subject to change).

➤ **CAN I USE SMARTBENEFITS TO PAY FOR A MCRO MONTHLY PASS**

This feature is not currently available.

➤ **DOES RIDE ON OFFER PAPER MONTHLY PASSES?**

December 2012 and January 2013 are the last paper passes. Effective with the February 2013 pass, the Ride On Monthly pass must be loaded onto a SmarTrip® card.

➤ **IS THE MCRO MONTHLY PASS GOOD ON ANY OTHER TRANSIT SYSTEM?**

No. The MCRO Monthly Pass is only accepted on Montgomery County Ride On buses.

➤ **IS THERE AN EXTRA COST FOR EXPRESS SERVICE?**

Yes. Express service is not included in the fare and an upcharge of \$2.05 (subject to change) is required for the Ride On #70 Express route. The \$2.05 will be automatically deducted from the card's 'stored value purse by the #70 express bus' farebox when the SmarTrip® card is tapped and the monthly pass read.

➤ **WHAT IS THE DURATION OF EACH PASS?**

One calendar month, starting on the first day of the month, ending on the last day of the calendar month in which the pass is valid.

➤ **HOW IS THE START AND EXPIRATION DATE OF THE PASS DETERMINED?**

The pass effective/expiration date is established based on the date the pass is loaded to the card. If the pass is loaded to the card from the 1st through 15th day of the month, it is valid for the current month. If the pass loaded to the card from the 16th through 31st day of the month, pass will not activate until the following month, and will be valid the entire calendar month.

➤ **HOW MANY PASSES CAN BE LOADED ON THE CARD AT ONE TIME?**

Two monthly passes may be loaded on the card at one time and the passes will sequentially stack on the card, with the second pass becoming active following expiration of the first pass and use of the pass. The two passes are "interlocked", which means the time period runs together. If the first month is used and the second month is not used, the second month pass will expire at the end of the month, whether or not the customer uses the pass. The expiration date of the pass is subject to the criteria listed above, based on the date purchased.

➤ **WHAT IS AUTOLOAD?**

As an option, customers may load the MCRO monthly Pass via the website at: www.smartrip.com, instead of visiting one of our retail outlet locations.

➤ **WHAT IS THRESHOLD AUTOLOAD?**

With threshold autoloading (when available), MCRO Monthly Pass will be automatically reloaded 7 days before the expiration of the current month's pass.

➤ **WHERE CAN I PURCHASE THE RIDE ON MONTHLY PASS ON SMARTRIP® CARD?**

Purchases may be made at the following locations:

TRiPS Commuter Store: 8413 Ramsey Avenue, Silver Spring (Mon-Fri 7am-5pm)

TRiPS Commuter Store: 17 Wisconsin Circle, Friendship Heights (Mon-Fri, 10am-6pm)

Montgomery County Division of Treasury: 255 Rockville Pike, L-15, Rockville, (Mon-Fri, 8am-4pm)

Directed Autoload sales on website: www.smartrip.com

Select Giant Stores in Montgomery County

Select CVS/pharmacy Stores in Montgomery County

See full list of participating retail outlets: www.rideonbus.com

➤ **WHEN CAN I BEGIN TO USE MY MCRO MONTHLY PASS?**

Customers can travel immediately if purchase is made for the current month on or before the 15th. If purchase is made on or after the 16th, customers may begin using the pass on the 1st of the next month. If stored value is loaded onto their card, customer may use that at anytime. (Reminder: SmarTrip® card customers have the option of adding a maximum of \$300 in stored value to the SmarTrip® card. For more information: www.smartrip.com).

➤ **WHAT IF MY SMARTRIP® CARD IS LOST OR STOLEN**

If the SmarTrip® card is lost or stolen, (and if card is registered), the customer must contact the SmarTrip® Regional Customer Service Center (RCSC) at 1-888-762-7874 to report the status of the card. Upon approval, the card is then deactivated and placed on the "hot list." Customer must purchase a new card. The pro-rated stored value for the remaining number of days on the pass at the time the card is placed on the "hot list" will be added onto the customer's new card in stored value only.

➤ **IS REGISTRATION OF MY SMARTRIP® CARD REQUIRED?**

Though not a requirement, it is strongly recommended that you register your SmarTrip® card. It's the only way the SmarTrip Regional Customer Service Center (RCSC) can help you with any issues you have with your card. More importantly, if you lose a registered card, you don't lose the stored value. For a replacement fee, RCSC will issue you a new card with the value on the card at the time you notified them that it was lost. If you purchased your card online or by mail, it is already registered. For more information, call the RCSC at 1-888-762-7874.

➤ **HOW DO I REGISTER MY SMARTRIP® CARD?**

The most efficient way to register your card is online. You can also fax a note with the SmarTrip® card serial number, your name, address, and email address to 202-962-1035 or mail the same information to:

SmarTrip® Regional Customer Service Center
PO Box 220568
Chantilly, VA 20153

These are the only options for registering your SmarTrip® card.

➤ **HOW LONG DOES IT TAKE FOR MY SMARTRIP® CARD TO BE REGISTERED?**

Once you've entered your information on the registration website, it takes two business days for your card to show up as registered to you in the system. If you've mailed or faxed your registration in, the registration will be completed two business days after it's been received at the Regional Customer Service Center.

➤ **WHAT IF I HAVE PROBLEMS WITH MY SMARTRIP® CARD OR LOSE MONEY WHILE TRYING TO USE MY CARD**

For questions pertaining to the SmarTrip® card, please contact the SmarTrip Regional Customer Service Center (RCSC) at 1-888-762-7874 or visit www.smartrip.com

➤ **WHAT IF I HAVE GENERAL QUESTIONS PERTAINING TO RIDE ON BUS SERVICE**

For questions regarding Ride On bus service, please call 311 (240-777-0311 [outside the County]), 301-251-4850 TTY or go to www.rideonbus.com